

Complaints Procedure

NFDA members strive to exceed family expectations in all aspects of funeral service. Unfortunately, families may not be completely satisfied with the service provided. All NFDA members are signatories to the Members Code of Practice which includes the NFDA Customer Complaint Procedure.

Should you wish to make a complaint about a member of the NFDA, below are the steps involved under the NFDA Complaints Procedure.

Before making a complaint to the NFDA, we encourage you to take your complaint directly to your funeral director. Many times these complaints can be resolved in a direct and amicable manner without third party mediation.

The NFDA, along with its members, place client satisfaction above all else. If however your complaint is not resolved to your complete satisfaction, nothing in this procedure shall preclude you from taking further action through an independent external dispute resolution service, a government department or through legal action in the civil courts.

The NFDA Board will not assist with the any complaints if the client family has engaged legal representation or if the matter is already before the courts.

CUSTOMER COMPLAINT PROCEDURE

The Complaint must be made in writing (either in hard copy or electronic form)

1. It must include the name and address of the Complainant.
2. It must be dated.
3. It must specify the particular issue/s of concern.
4. It must include the relevant funeral details and date of the service.
5. It must specify what the client family would like to occur as a result of the complaint.
6. It may only be accepted if the complaint is signed by the person who signed the authority (The Client) engaging the Funeral Company. Complaints from those other than the Client may be considered by the Board at the Board's discretion, based on the seriousness of the complaint.

Complaints under the Code of Practice must be addressed to:

The President
National Funeral Directors Association of Australia Ltd
c/o The Secretary
PO Box 1053
Paradise Point Qld 4216

The complaint can be mailed to the above address or emailed to: secretary@nfda.com.au

The Secretary will acknowledge receipt of the complaint within a maximum of 30 days of receiving the complaint.

The complaint will be considered by the Board of the National Funeral Directors Association Ltd. The Board will make all necessary investigations which will include seeking a response and/or submission from the signatory against whom the complaint is made.

Following consideration and adjudication of any complaint, the Secretary will notify both the Complainant and the Member of the Board's findings.